Town of Ipswich Massachusetts

Department of Code Enforcement

"CHANGES TO THE TOWN OF IPSWICH PERMITTING SYSTEM"

For your convenience, the Town of Ipswich has adopted online permitting. Paper permit applications will no longer be accepted. If you do not own a computer or if you need assistance using a computer, both are available. A computer station is located on the main floor of Town Hall opposite the Assessor's Office. Assistance can be obtained by contacting the Department of Code Enforcement at (978) 356-6605 ext. 8 or 2 during normal business hours. Office hours are Monday 8 AM-7 PM, Tues. – Thurs. – 8 AM- 4 PM & Friday 8 AM – Noon.

- Applicants will no longer have to obtain signatures from other departments when submitting a permit application, however, should plans require review by the Ipswich Fire Department, Health Department, or Conservation Commission and cannot be uploaded with the online application, they must physically be brought to the Fire Station at 55 Central Street and/or other department(s) as applicable.

- Applicants will have the option of either paying for their permit online with Master Card, Discover Card or debit from a checking account. Although online payments are encouraged, the Town will accept checks payable to the Town of Ipswich or cash.

APPLICANTS WHO REGISTER, (this takes less than 5 minutes) will benefit by the following:

- Much of the information will *auto-fill* on the permit application after your original registration.

- Have an ability to view the status of their application and comments from other departments including whether additional information is required.

- Edit an application before the permit isissued.

- Add attachments (plans, pictures, specs, license(s), certificates of insurance, etc.) to the application.

- The capability of "chatting" online directly with the Building Department staff.

- Pay fo rthe permit online.

- View inspection results.

- Track all permitting history including which permits remain open requiring final inspections or completed.

STEPS TO FOLLOW

Step 1) *Pop up blockers*: Pop up blockers in windows **must** be shutoff. To shut off, follow instructions here: http://www.wikihow.com/Turn-Off-the-Pop%E2%80%90Up-Blocker-in-Internet-Explorer

Step 2) Microsoft Internet Explorer or Mozilla Firefox are the preferable internet browser's to use with this permit software.

Step 3) *Create an Account*: To gain access to the on-line permitting program, you must first create your account. Click on the **NEWUSER** option and you will be connected tot he online permitting website. Fill in the required information on the registration application form to create your account.

Step 4) *Complete the* registration application form.

Step 5) *Submit*: After completing the application registration, click the registe rbutton at the bottom of the form.

   Failure to click the register button will cause you to lose all of the information on your application.

 THIS IS A ONE TIME SUBMITTAL. Gaining access to the on-line permitting program after you have an account will only require your username and password.

 TO GAIN ACCESS TO THE ON-LINE PERMITTING WEBSITE, select one of the following options:

NEW USER, This option is for the first time user to gain access to the online permitting website to register.

Registered User log-in, After you have registered and have your username and password, use this button to login to the online permitting website.

Non-Registered User log in, (someone who does not have an email address).

Town Official Log-In, (For Building, Electrical and Plumbing & Gas Inspectors only).

PAYMENT: You have an option to pay for permits on-line with your checking information or by sing Master or DiscoverCard. If you choose not to payon-line, make checks payable to the Town of Ipswich, 25 Green Street, Ipswich, MA 01938. **Pop up blockers MUST** be shut off for on-line payments. **Please submit one check for each application.**

 FILLING OUT A BUILDING PERMIT APPLICATION, (after you have logged onto the online permitting website).

- Click on *New Application* located at the upper left hand side of the home page form.

- Choose your street from the drop down menu.

- Choose your street number from the pulldown menu.

- Select the appropriate *permit application* from the dropdown menu. Residential permit applications are for one and two family dwellings, town houses and accessory uses (swimmingpool, utilityshed, gazebo, fence etc.). Commercial permit applications are for all other residential work, (multi-family dwelling, lodging facilities, hotels, motels etc.) and for all commercial work.

- The *Use Group* for 1 & 2 Family Dwellings is currently; R 3 and almost always, the *Construction Type* is; V B.

- For certain types of permit applications you will be prompted to submit an attachment. If for some reason you cannot complete the attachment, submit the attachment even if incomplete.

- Online payments cannot be made during the application process but can shortly thereafter unless it is submitted on a non-business day. Shortly after the application is submitted, the fee will be calculated. Once that is done, online payments can be made.

- If you do not pay for the permit online, please mail or hand deliver a check payable to; Town of Ipswich. 25 Green Street, Ipswich, MA 01938.

ADDING ATTACHMENTS TO A PERMIT APPLICATION:

 After you submit your application, a page appears notifying you that your New Preliminary Application has been received. Click on the exit button at the bottom of the page, and it will return to the home page. Select your permit by clicking in circle in the column heading "A" … on the far left side of the home page. On the far right o fthe page under the heading, "*My Options*", click on the *dropdown* menu. Click on "*add attachments*" and follow the prompts to add site plans, drawings and documents etc.